

Health Insurance Counseling and Advocacy (HICAP) Aggregate Report

Program: PSA 26 - Senior Advocacy Services

From: 07/01/2010 To: 06/30/2011

Public and Media Data Report

	JUL-SEP Q1	OCT-DEC Q2	JAN-MAR Q3	APR-JUN Q4	TOTAL
Type of Activity					
Interactive Presentations to Public in Person					
Total Number of Events	7	5	7	3	22
Estimated Number of Attendees	118	74	164	52	408
Estimated Number of Persons Provided Enrollment Assistance	0	0	0	0	0
Booths or Exhibits at Fairs or Special Events					
Total Number of Events	0	0	0	0	0
Estimated Number of Attendees	0	0	0	0	0
Estimated Number of Persons Provided Enrollment Assistance	0	0	0	0	0
Mobile InfoVan Events					
Total Number of Events	0	0	0	0	0
Estimated Number of Attendees	0	0	0	0	0
Estimated Number of Persons Provided Enrollment Assistance	0	0	0	0	0
Dedicated Enrollment Events					
Total Number of Events	0	0	0	0	0
Estimated Number of Attendees	0	0	0	0	0
Estimated Number of Persons Received Any Enrollment Assistance	0	0	0	0	0
Enrollment Assistance with Medicare Programs(s)	0	0	0	0	0
Enrollment Assistance with Part D	0	0	0	0	0
Enrollment Assistance with LIS	0	0	0	0	0
Enrollment Assistance MSP	0	0	0	0	0
Enrollment Assistance with Other Medicare Program	0	0	0	0	0
Radio Shows Live or Taped (Not a Public Service Announcement)					
Total Number of Events	0	0	0	0	0
Estimated Number of Attendees	0	0	0	0	0
TV/Cable Shows Live or Taped (Not a Public Service Announcement)					
Total Number of Events	0	0	0	0	0
Estimated Number of Attendees	0	0	0	0	0
Other Electronic Events (Public Service Announcements (Radio/TV), Ads, Crawls, etc.)					
Total Number of Activities	0	0	0	0	0
Estimated Number of Persons Reached	0	0	0	0	0

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Other Print Activity (newspaper articles, fliers, phamplets, etc.)					
Total Number of Print Activities	0	0	0	0	0
Estimated Number of Targeted Persons Reached	0	0	0	0	0
Presenters					
HICAP Paid Staff					
Total Presenters	1	0	4	0	5
Total Hours for Length of Activities	4.30	0.00	4.30	0.00	8.60
HICAP In-Kind Paid Staff					
Total Presenters	0	0	0	0	0
Total Hours for Length of Activities	0.00	0.00	0.00	0.00	0.00
HICAP Volunteer Staff					
Total Presenters	0	0	0	0	0
Total Hours for Length of Activities	0.00	0.00	0.00	0.00	0.00
Other Presenters					
Total Presenters	6	5	5	3	19
Total Hours for Length of Activities	21.45	22.45	2.00	6.35	52.25
Area of Focus					
Dual Eligible with Mental Illness	4	4	3	2	0
Employer Termination - COBRA	0	0	0	0	0
General HICAP Information	0	0	0	0	0
Grievances / Appeals - Plan Issues	6	5	7	3	21
Long-Term Care / Insurance	0	0	2	0	2
Low Income Subsidy (LIS) / Application Assistance	1	0	0	1	2
Medicare (Parts A & B)	5	2	3	2	12
Medicare Advantage (Part C)	6	5	3	3	17
Medicare Fraud / Abuse	6	4	3	3	16
Medicare Prescription Drug Coverage (Part D)	0	0	2	3	5
Medigap / Medicare Supplements	6	5	3	3	17
Non-Medicare Fraud/Abuse	5	3	1	3	12
Other Topics / Issues (Health Specific)	0	0	0	0	0
	4	2	3	3	12

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	JUL-SEP	OCT-DEC	JAN-MAR	APR-JUN	TOTAL
	Q1	Q2	Q3	Q4	
Partnership Recruitment	0	0	0	0	0
Preventive Care Benefits	2	2	2	2	8
QMB/SLMB/QI	5	2	3	3	13
Volunteer Recruitment	0	0	0	1	1
Targeted Audience					
African American	0	0	0	0	0
American Indian or Naitave Alaskan	0	0	1	0	1
Asian Indian	0	0	0	0	0
Caucasian	4	2	6	3	15
Chinese	0	0	0	0	0
Disabled	3	2	6	3	14
Dual Eligible Groups	0	0	3	1	4
Employer Related Groups	3	2	0	1	6
Family Member/Caregiver of Beneficiary	1	3	2	3	9
Filipino	0	0	0	0	0
Guamanian or Chamorro	0	0	0	0	0
Hispanic / Latino	1	0	3	0	4
Hmong	0	0	0	0	0
Japanese	0	0	0	0	0
Korean	0	0	0	0	0
Low Income	5	4	6	3	18
Medicare Beneficiaries	4	4	6	3	17
Medicare Pre-Enrollees	0	0	2	3	5
Mental Health	1	0	2	1	4
Mental Health Professionals	0	0	1	1	2
Native Hawaiian	0	0	0	0	0
Other	0	0	2	0	2
Other Asian	0	0	1	0	1
Other Pacific Islander	0	0	0	0	0
Partnership Outreach	0	0	2	0	2
Presentations to Groups in Language Other than English	0	0	1	0	1
Rural	5	2	7	2	16
Samoan	0	0	0	0	0
Socail Work Professionals	0	0	4	3	7
Some Other Race or Ethnicity	0	0	0	0	0
Vietnamese	0	0	0	0	0

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	JUL-SEP Q1	OCT-DEC Q2	JAN-MAR Q3	APR-JUN Q4	TOTAL
Web Site Hits					
Total Web Hits to Local HICAP Web Site	0	0	0	0	0
Literature from Events					
General HICAP Brochure	104	52	234	17	407
"Taking Care of Tomorrow"	0	0	0	0	0
Other Publications (Created by or on Behalf of Local HICAP)	275	134	110	87	606
Other Literature					
Other Literature	0	0	0	0	0
Brochures from Quick Call	2	1	0	1	4

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Client Contacts & Demographics

	JUL-SEP Q1	OCT-DEC Q2	JAN-MAR Q3	APR-JUN Q4	TOTAL
SECTION 1 - Client Contacts					
Total Clients Counseled (unduplicated)	192	306	140	128	766
Total Finalized Intakes	78	96	55	56	285
How did client learn about SHIP/HICAP?					
Agency (Social Security, Medi-Cal, etc.)	44	58	28	18	148
Aging into Medicare Postacd - CDA HICAP	0	0	0	5	5
CDA HICAP	2	0	2	0	4
CHA	0	0	0	0	0
CMS/Medicare	2	4	3	2	11
Friend/Relative	6	10	4	10	30
InfoVan	0	0	0	0	0
Internet	0	0	0	0	0
Mailings	0	0	0	0	0
Media	0	3	1	2	6
Other	19	13	9	12	53
Presentations	1	0	0	1	2
Previous Contacts	0	0	4	4	8
State Website	0	0	0	0	0
Missing/Not Collected	4	8	4	2	18
Mode of Client Contact					
Quick Call Contacts	161	290	107	104	662
Contacts by Telephone	87	91	46	33	257
Contacts In Person at home	0	0	0	0	0
Contacts In Person at site	49	69	29	29	176
Contacts by E-Mail	52	48	19	0	119
Contacts by Mail/Fax	0	0	7	7	14
Total Number of Client Contacts:	349	498	208	173	1,228
Contact Status Types					
General info	0	0	14	16	30
Detailed Assistance	0	0	49	54	103
Problem Solving/Resolution	0	0	5	19	24
Total Counseling Time Spent by Counselor Type					
Program Manager	5.30	5.30	3.00	2.30	15.90
Volunteer	0.00	0.00	0.00	1.00	1.00
Paid	0.00	0.00	0.00	0.00	0.00
In-Kind	0.00	0.00	0.00	0.00	0.00
SECTION 2 - Client Demographics					
Ethnicity					
(Hispanic/Latino)	0	0	1	0	1
Race					
African American/Black	0	0	0	0	0

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Client Contacts & Demographics

	JUL-SEP	OCT-DEC	JAN-MAR	APR-JUN	TOTAL
	Q1	Q2	Q3	Q4	
American Indian/Alaskan Native	0	1	0	0	1
Caucasian/White	70	80	42	45	237
Native Hawaiian	0	0	0	0	0
Guamanian or Chamoro	0	0	0	0	0
Samoan	0	0	0	0	0
Asian Indian	0	0	0	1	1
Chinese	0	0	0	0	0
Filipino	0	0	0	0	0
Japanese	0	0	0	0	0
Hmong	0	0	0	0	0
Korean	0	0	0	0	0
Vietnamese	0	0	0	1	1
Other Pacific Islander	0	0	0	0	0
Other Asian	0	0	0	0	0
Two or More Race	0	0	0	0	0
Some Other race	0	0	0	0	0
Not Collected	8	15	13	9	45
Gender					
Female	37	62	38	34	171
Male	27	29	16	19	91
Not Collected	14	5	1	3	23
Monthly Income					
Less than 150% of FPL	25	28	18	13	84
Equal To/Greater than 150% of FPL	41	51	25	33	150
Not collected	12	17	12	10	51
Client Asset Limits					
Below LIS Asset limit	0	0	5	5	10
At or Above LIS Asset Limit	0	0	0	3	3
Not Collected	78	96	50	48	272

From: 07/01/2010 To: 06/30/2011

Client Contacts & Demographics

	JUL-SEP Q1	OCT-DEC Q2	JAN-MAR Q3	APR-JUN Q4	TOTAL
Total Clients that Checked Yes as Being					
Veteran	2	3	2	4	11
Limited English Proficient (LEP)	0	0	1	0	1
Dual Eligible	10	5	6	15	36
Medicare Status Due to Disability	21	10	9	10	50
Dual Eligible due to Mental Disability	0	0	1	0	1
Applying/Receiving Social Security/Medicare Disability	0	0	5	8	13
Age					
Under 60	12	8	10	9	39
60-64	3	4	3	15	25
65-74	26	25	24	18	93
75-84	7	11	3	7	28
85+	4	3	6	0	13
Not Collected	26	45	9	7	87
Marital Status					
Married	24	30	11	19	84
Never Married	8	7	3	4	22
Separated	0	0	0	0	0
Divorced	14	15	10	10	49
Widowed	7	16	7	6	36
Domestic Partner	4	2	0	0	6
Not Collected	21	26	24	17	88
Estimated Financial Saving					
Clients with Financial Savings	1	7	4	5	17
Estimated Dollars Saved	\$1,860.00	\$7,124.00	\$3,784.00	\$4,575.80	\$17,343.80

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Topics/Needs Discussed					
	JUL-SEP	OCT-DEC	JAN-MAR	APR-JUN	TOTAL
	Q1	Q2	Q3	Q4	
Medicare Parts A&B (Original Medicare)					
Enrollment/Eligibility/Screening	26	25	19	23	93
Benefit Comparisons/Explanation/Coverge Changes	29	21	20	26	96
Appeals/Grievances	3	1	0	2	6
Billings/Claims	4	3	0	4	11
Fraud/Abuse	0	1	0	0	1
Quality of Care	0	0	0	0	0
LTC/LTCI					
Enrollment/Eligibility Assistance	1	0	1	0	2
Billings/Claims	0	0	0	1	1
LTC Partnership	0	0	0	0	0
Appeal/Greivances	1	0	0	0	1
Fraud/Abuse	0	0	0	0	0
Other LTC	0	0	0	0	0
Medigap/Supplement/SELECT					
Enrollment/Eligibility/Screening	33	36	19	29	117
Benefit Explanation	28	32	19	29	108
Appeals/Grievances	0	0	0	0	0
Billings/Claims	0	0	1	0	1
Fraud/Abuse	0	0	0	0	0
Disenrollment/Coverage Changes	0	1	0	0	1
Quality of Care	0	0	0	0	0
Plan Comparison	0	0	1	5	6
Marketing/Sales Complaints/Issues	0	0	0	0	0
Plan Non Renewal	0	0	0	0	0
Medicare Advantage (e.g., MSA, HMO, PPO, Specialty Plans)					
Eligibility/Screening	28	37	12	24	101
Benefit Explanation	24	37	15	29	105
Appeals/Grievances	1	1	1	0	3
Billings/Claims	0	2	1	0	3
Fraud/Abuse	0	0	0	0	0
Coverage Changes/Disenrollment	0	2	0	1	3
Plan Non Renewal	0	2	0	0	2
Plan Comparison	0	0	1	6	7
Enrollment/Enrollment Asistance	0	0	0	1	1
Quality of Care	0	0	0	0	0
Marketing/Sales Complaints or Issues	0	0	0	1	1
Medi-Cal					
Medi-Cal Screening (SSI, Nursing Home)	3	2	0	2	7
Medi-Cal Application Assistance	0	0	0	0	0

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	Topics/Needs Discussed				TOTAL
	JUL-SEP Q1	OCT-DEC Q2	JAN-MAR Q3	APR-JUN Q4	
MSP Screening (QMB, SLMB, Q-1)	4	2	7	4	17
MSP Application Assistance	0	0	6	2	8
Medi-Cal/QMB Claims	0	0	0	0	0
Fraud/Abuse	0	0	0	0	0
Other	23	17	7	5	52
Other					
Employer/Federal Health Benefits (FEHB)	12	11	2	8	33
Military Benefits	3	2	0	2	7
COBRA	3	0	0	1	4
Mental Health Topics	0	0	0	0	0
Fraud/Abuse	0	0	0	0	0
Other Health Insurance	0	0	0	0	0
Other	1	0	1	1	3
Part D - Medicare Prescription Drug Coverage					
Benefit Explanation	0	0	17	30	47
Eligibility/Screening	37	45	28	29	139
Plan Comparison	30	39	25	12	106
Enrollment/Anrollment Assistance	1	6	4	2	13
Billings/Claims	2	0	1	0	3
Coverage Changes	1	3	2	1	7
Re-enrollment	1	2	0	0	3
Disenrollment	0	0	0	0	0
TROOP	2	0	0	1	3
Other	17	9	8	3	37
LIS / Extra Help					
Eligibility / Screening	13	7	6	8	34
Benefit Explanation	0	0	2	2	4
Application Assistance	11	7	3	1	22
Claims/Billings	0	0	0	1	1
Appeals / Grievances	1	0	0	0	1
Other Prescription Drug CoveragePlans					
Union/employer	0	0	0	1	1
PPARx	1	0	0	0	1
Military Drug Benefit	0	0	0	0	0
Manufacturer Program	1	0	0	0	1
Other	2	1	0	1	4
Part D Plan Problems					
(Non-Compliance Services Unmet)					
Eligibility	0	0	0	0	0
Lag Time	0	0	0	0	0
Multiple Enrollment	0	0	0	0	0
Poor Training of Agents	0	0	0	0	0
Poor Training of CSR	0	0	0	0	0

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	Topics/Needs Discussed				
	JUL-SEP	OCT-DEC	JAN-MAR	APR-JUN	TOTAL
	Q1	Q2	Q3	Q4	
Fraud/Abuse	0	0	0	0	0
Marketing Fraud/Abuse	0	0	0	0	0
Agent fraud/abuse	0	0	0	0	0
Formulary problems/changes	1	0	0	1	2
Dosage problem	0	0	0	0	0
Data problems	0	0	0	0	0
Delay in medications	0	0	0	0	0
Incorrect Co-Pay/Can't Afford Co-Pay	0	0	0	0	0
Client reached donut hole	0	0	0	0	0
SSA Premium withheld	0	0	0	0	0
Appeals/Grievances	0	0	0	0	0
Quality of Care	0	0	0	0	0
Plan Non Renewal	0	0	0	0	0
HICAP Legal Services					
Referrals to HICAP Legal	0	0	0	0	0
Legal Clients Served	0	0	0	0	0
Cases Opened	0	0	0	0	0
Cases Closed	0	0	0	0	0
Favorable Closed Case Results	0	0	0	0	0
Client Representation Hours	0	0	0	0	0
Consultation to Program Hours	0	0	0	0	0
HICAP Legal Clients that Saved	0	0	0	0	0
Estimated Financial Savings	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00

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Complaints Filed

	JUL-SEP	OCT-DEC	JAN-MAR	APR-JUN	
	Q1	Q2	Q3	Q4	TOTAL
Medicare Part D Complaints Filed					
CDI:	0	0	0	0	0
CMS:	0	0	0	0	0
Part D Plan:	0	0	0	0	0
SMP:	0	0	0	0	0
Urgent Fax:	0	0	0	0	0
800 Medicare:	0	0	0	0	0
Other:	1	0	0	0	1
TOTAL MEDICARE PART D COMPLAINTS	1	0	0	0	1
All Other Complaints					
APS :	0	0	0	0	0
CDI:	0	0	0	0	0
CMS:	0	0	0	0	0
QIO:	0	0	0	0	0
SMP:	0	0	0	0	0
Other:	0	0	0	0	0
TOTAL ALL OTHER COMPLAINTS	0	0	0	0	0
800 Medicare Line Issues					
Total number of Calls with Issues	0	0	0	0	0
Total duration of calls	0.00	0.00	0.00	0.00	0.00